



Guam State Rehabilitation Council (SRC)



2012 - 2013 Annual Report

MESSAGE FROM THE CHAIRPERSON



HafaAdai!

It is with great pleasure on behalf of the Guam State Rehabilitation Council to present its 2012-2013 Annual Report. I am honored to serve as the Chairperson of this Council and to work with such an amazing and dynamic group of individuals. This Annual Report contains a summary of the ongoing activities of the Council and the Vocational Rehabilitation (VR) agency.

Each member of the Council brings their own expertise, unique perspectives and valuable experiences with them to serve the citizens of Guam regarding Vocational Rehabilitation. Despite the numerous challenges over the past year, the Council is committed to working with the VR agency. The Council sees the importance of building a solid partnership with the Division of Vocational Rehabilitation. Jointly we can facilitate the accomplishment and dreams of independence, full community integration, and employment for individuals with disabilities.

I am proud of the accomplishments of the Council throughout this year. There is still much more work to be done and the Council is dedicated to fulfilling its responsibilities and goals.

I would like to express my deepest gratitude to the members of the Council for their unselfish time, efforts and hard work to give their very best to the people of Guam. I also want to thank them for their support and encouragement during my first term as Council chair.

Sincerely,

Lourdes Ann Mesa
Chairperson

MESSAGE FROM THE VOCATIONAL REHABILITATION ADMINISTRATOR



HafaAdai Guam:

The Division of Vocational Rehabilitation (DVR) is a division under the Department of Integrated Services for Individuals with Disabilities (DISID). DVR works in partnership with the State Rehabilitation Council (SRC). The partnership is to develop, agree to, and review of State goals and priorities in accordance with 361.29(c) and evaluate the effectiveness of the vocational rehabilitation program and submit reports of progress. The major challenges that Guam DVR experienced during the FY 2012-2013 was not having two of its critical full time positions filled; such as the VR Administrator to administer the VR program, and a VRC Supervisor to attend to the day to day case management and provide the quality assurances in measuring program outcomes. The challenges ahead are to improve the percentage of employment outcomes for VR clients, increase the number of services providers for DVR clients, entice more qualified staff such as hiring of a permanent VR Administrator, permanent VR Counselor Supervisor, more qualified VR Counselors, and other staff to meet its goals and priorities in the 2014 State Plan forward.

As we welcome the new FY 2014, DVR will work in partnership with SRC to complete the Comprehensive Statewide Need Assessment (CNSA), and the goal is to incorporate the results of the CSNA data into the 2015 State plan, preparation for our 2014 monitoring review, to improve the standard and indicators expected of a state vocational rehabilitation program in order to meet the expectation of our grantor, clients, and the community as a whole.

In closing, DVR has increased the number of successful closures for FY 2012-2013 as compared to FY 2011-2012. FY2011-2012, DVR closed 15 successful closures. For FY 2012-2013, DVR closed 23 successful closures. DVR will do more outreach to entice more service providers so that DVR clients can maximize services to its clients. DVR will also increase the total number of students in transition from GDOE to DVR and provide the services needed in order for them to engage in successful employment. Acting VRA will work with DVR staff, SRC, other stakeholders to improve services for individuals with disabilities on Guam.

Sincerely,

**Kasinda C. Ludwig
Acting, VRA**

MISSION STATEMENT

The mission of the Guam State Rehabilitation Council (SRC) is to provide the Division of Vocational Rehabilitation (DVR) with an external Consumer oriented perspective. The Council provides Clients of DVR with a mechanism to influence the direction of rehabilitation programs on Guam within the systemic policy level.



Bougainvillea (Puti Tai Nubio), Guam State Flower

INTRODUCTION

The Guam State Rehabilitation Council (SRC) was mandated as outlined in Section 101 (a)(36) and Section 105 of the Rehabilitation Act of 1973, as amended by the Rehabilitation Act Amendment of 1998 (Public Law 105-220). This Act governs, regulates and funds the Vocational Rehabilitation (VR) Program.

The Council is composed of a group of interested individuals throughout the island, a majority of who are individuals with disabilities, whose collective purpose, in partnership with the Division of Vocational Rehabilitation (DVR), to review, analyze and advise regarding Guam's Division of Vocational Rehabilitation Program.

Members are selected based on their expertise and their representation of a variety of interest and perspectives from throughout the island. All Council members have a responsibility to bring the experience and perspective of the residents of Guam regarding the provision of Vocational Rehabilitation Program Services to the Council. This creates a line of communication in which the perspective of a broad array of consumers, employers, service providers, parents, and profession can be heard.



July 2013 SRC Training _ TACE San Diego State University

MEETINGS AND ACCOMMODATIONS

Regular meetings of the State Rehabilitation Council (SRC) shall be held a minimum of four times per year, including at least once during every calendar quarter of the calendar year. Such meetings shall be publicly announced and shall be open to the public. Each meeting shall be held in an accessible facility.

A quorum of a meeting shall consist of five (5) members: three (3) of which must be individuals with disabilities. State Rehabilitation Council can meet as a committee or a whole for discussion purposes only.

The Division of Vocational Rehabilitation (DVR) will act in consistent with the Americans with Disabilities Act (ADA) and Section 504 and 508 of the Rehabilitation Act to provide reasonable accommodations to individuals with disabilities who request them in order to attend Council meetings/events and in the performance of Council duties. These accommodations may include but not limited to providing auxiliary aids, braille services, personal assistant services, transportation, interpreter services, readers services, alternative formats, etc. during their term of membership. The individual requesting the accommodations must specify the type of accommodation to the State Rehabilitation Council Liaison in a reasonable time frame to allow for the accommodation to be provides when requested.



July 2013 State Rehabilitation Council Training

COUNCIL PURPOSE AND FUNCTIONS

The Council shall, after consulting with the State workforce investment board:

Review, analyze, and advise the Guam Division of Vocational Rehabilitation (DVR) regarding the performance of the responsibilities of the unit under this title, particularly responsibilities relating to eligibility, effectiveness of services provided and functions performed by State agencies that affect the ability of individuals with disabilities to achieve employment.

In partnership with DVR— Develop, agree to, and review State goals and priorities and evaluate the effectiveness of the vocational rehabilitation program and submit reports of progress to the Commissioner.

Advise the Guam Department of Integrated Services for Individuals with Disabilities (DISID) and the Division of Vocational Rehabilitation (DVR) regarding vocational rehabilitation activities.

Review and analyze the effectiveness of, and the consumer satisfaction with the functions performed by DVR, vocational rehabilitation services provided by the DVR and other entities and the employment outcomes achieved by eligible individuals.

Prepare and submit an annual report to the Governor and the Commissioner on the status of vocational rehabilitation programs and make the report available to the public.

Coordinate activities of the SRC with the activities of other councils such as the State Independent Living Council (SILC), the Guam Advisory Panel for Students with Disabilities (GAPSD), the State Development Disabilities Council, the State Mental Health Planning Council and the State workforce investment board.

Provide for coordination and the establishment of working relationship between the DSA and the SILC and Centers for Independent Living (CIL) within the State.

Perform such other functions, consistent with the purpose of this title, as the SRC determines to be appropriate, that are comparable to the other functions performed by the Council.

OVERVIEW OF THE GUAM STATE REHABILITATION COUNCIL

Guam SRC Meeting Highlights and Activities for FY 2012-2013

During this reporting period, the work of the council represented an active and focused SRC Executive Committee commitment. This includes appointing several SRC ad-hoc workgroups to address special needs and work areas of interest to the SRC and represents the SRC process to solicit council input and to provide input to the VRA. The SRC workgroups contributed to critical planning sessions resulting in identifying missing components in policies (SRC by-laws) and their required strengthening to clarify the SRC expectations and communications. Through these efforts, the SRC continues to develop policy tools that help in the SRC council policy areas and monitoring of the VR programs.

The following areas provide the basis of the SRC focused work areas and Council accomplishments FY 2012-2013.

SRC Identification and Assessment of Needs

This period represented an active SRC in through the four standing committees:

1. Executive Committee (EC)
2. Planning and Resources Development Committee (PRDC)
3. Outreach Committee (OC)
4. Services Committee (SC)

Under the work area of identification and needs assessment, The SRC Services committee continued its leadership role and steady work on assessing local needs and addressing state and high priority areas through the Consumer Satisfaction Survey (CSS). Work included the following:

1. State Plan Input of the State Rehabilitation Council

The SRC recognizes the many challenges faced by the VR during an acute transitory period involving the VRA leadership. This was particularly crucial during the required State Plan section 2013 4.2(c) - Input of the SRC. During this time, the SRC has developed a series of useful planning and administrative tools for various SRC and VR collaborative work. Under the SRC identification and assessments effort, the following areas are noted:

- The SRC's CSS effort include the following progress:
 - Standard Operating Procedures updates to the CSS instrument and flow process alignment with VRA's case management. The SRC

continues to monitor the desired objective of the CSS and acknowledges the importance and ongoing need to help consumer needs by ensuring that the CSS instruments used are user-friendly and understandable.

- Other SRC Needs Assessment Work Effort:
 - During this period, the SRC continued to request a joint strategic planning session with the VRA. This included specifically the interest of a joint strategic planning retreat.

Program Planning

In support of the SRC program planning efforts, the SRC Executive Committee and the SRC full council continued its discussions and need to address long-standing reports, and assistance requested of the VRA. The SRC proposed and continues to work towards the development of a joint SRC-VRA Memorandum of Agreement articulating a variety of areas of concerns and the manner of how such concerns can be addressed. The MOA tool was continues to evolve and the SRC hopes to have this in place during the FY2013-2014 reporting period.

1. Areas of SRC interest include:

- Adoption of SRC Vocational Rehabilitation Work Areas (VRWA) Classification System
 - The SRC as part of its strategic planning effort expressed the need to develop a classification system aligning VRA and SRC policy areas.
- Website development and SRC's expressed interest in archiving data and information specific to the programs, SRC work areas.
- Addressing the long-standing issue of a desired real-time case management system.
- Development of the SRC's Randolph-Sheppard Strategy and work plan to address:
 - Guam representation in national forum and discussions
 - SRC membership representation
 - Action plan development for Certified Vendor

SRC Program Implementation

Through the SRC Executive committee leadership and planning sessions, the SRC identifies programming opportunities aligned through the expected SRC policies. This includes identification of specific SRC resources related to the following:

1. SRC budget development

The SRC continues to maintain the importance of transparency and open communications related to keeping abreast of all fiscal and policy issues related to services to consumers and stakeholders. The recent decision of the VRA's after-the-fact notification to return of 110 funding reflected a serious deeper challenge regarding the fiscal state of Guam VR funding. The SRC continues to identify the missing opportunities related to funding both VR and SRC joint initiatives.

- a. Establishment of a an SRC Budget Officer Position within the SRC Council

This action represents the need for the SRC to be kept informed of all fiscal and financial issues and activities/decisions/discussions related to the VR program funding. This represents a high interest area of the Council work and

- b. SRC Proposed 2012-2013 Budget Prospectus

- The SRC during this reporting period revisits past SRC budget discussions (a long-standing issue) and restates its high interest in establishing a set aside funding to support the SRC's sponsored initiatives and capacity building and outreach strategies.

SRC Governance

The Guam SRC through its policies and planning discussions and Council quarterly meetings reviews and monitors the policies and program delivery of the Guam Vocational Rehabilitation (VR). The SRC continues its steady work on making necessary updates and refinements to the SRC by-laws and working closely with the VRA to address recommendations related to the VR programming and effectiveness of services for consumers and stakeholders. This included revisions on committee structure, representation, attendance and reporting. The SRC continues to support activities and building Council leadership capacity through new member training. This included the following activities.

1. During this period the SRC council, through the SRC Executive Committee focused on the building and maintaining effective relationships with its targeted audiences:
 - Veterans representative
 - Business representative
2. Two (2) SRC Roberts Rules training sessions were offered in May 2013 to Council members. The training facilitated the decision-making process at meetings and ensured that discussions were clear. A total of fourteen (14) members attended the trainings.
3. SRC by-laws updates:
 - SRC Communications and SRC Records provisions

- SRC Travel Requirements
 - State Plan timeline reporting requirement
 - SRC focused on developing a comprehensive SRC council member recruitment and replacement process to include:
 - Membership recruitment
 - Approved provisions addressing and clarifying how the SRC can deal with inactive council members, deactivating and removal.
- This

SRC Capacity Building and Leadership

During this period, the SRC Council members participated in local and national conferences and made presentations in the following events below:

1. SRC Membership Certification
 - As of this reporting period, the majority of the SRC Council members have completed certification requirements through the RSA sponsored online training course. The exceptions are the incoming new members scheduled to complete their online training. Nineteen (19) current SRC members had completed their online training course while five (5) members are in the process of completing their training.
2. Adoption of SRC Vocational Rehabilitation Work Areas (VRWA) Classification System
 - The SRC as part of its strategic planning effort expressed the need to develop a classification system aligning VRA and SRC policy areas.
3. SRC Conference Attendance-Local and National Conferences
 - 2012 National Coalition for State Rehabilitation Council Leadership (NCSRC) Training/Session and Council for State Administrators for Vocational Rehabilitation (CSAVR) Conference, November 10-14, 2012, Manchester Grand Hyatt San Diego, San Diego, CA.
 - 2012 National Employment Conference-“The New Economy: Rethink, Realign, Reinvent. December 5-7,2012 Renaissance Arlington, Capital View, Arlington, Virginia
 - SRC Training, July 17, 2013, DVR Conference room, 6th floor, DNA Building, Hagatna, Guam. Training conducted by Chaz Compton, Project Director, Technical Assistance and Training Center (TACE), San Diego State University (SDSU).
 - SRC Presentations Local and National Events

- 2013 National State Rehabilitation Council Forum, June 25-26, 2013, Hyatt Regency Crystal City Hotel, Arlington, VA. The objective of the Forum was to empower Councils, encourage partnerships with State VR Agencies and foster advocacy for improvements in the public VR program in order to enhance opportunities for high quality employment for individuals with disabilities. At the invitation of Corinna H. Stiles, VR Program Specialist, Rehabilitation Services Administration (RSA), the Guam SRC Chair and Vice-Chair were co-presenters for the session on SRC Roles & Responsibilities. Guam SRC presenters shared their experiences and provided insight into overcoming challenges in fulfilling the mandated functions.

SRC and VRA Collaboration and Commitments

During this reporting period, the SRC continued its discussions with the VRA to address the following areas:

1. VRA Commitments to SRC Council
 - SRC VRA Support:
 - Shared Office space to support the work of the SRC working council (meetings, workgroup planning sessions, council files and materials)
 - Appointment of designated SRC staffing to support the SRC and Standing committee work

The Way Forward

During this reporting period, the Guam SRC continues to seek input and advice regarding timely review of Guam State Plan and expanding its outreach and assessment of needs efforts to identify program goals and priorities for the next generation of state plan strategies and initiatives. The SRC Council looks forward to the next programming year and presents its priority areas to include but not limited to the following:

1. Input of the State Rehabilitation Council- State Plan
 - a. SRC budget development
 - The SRC during this reporting period revisits past SRC budget discussions (a long-standing issue) and restates its high interest in establishing a set aside funding to support the SRC's sponsored initiatives and capacity building and outreach strategies.
 - b. Comprehensive Statewide Needs Assessment Survey (CSNA) Action Plan
The SRC continues to support all CSNA action steps to deliver the most current references to VR and stakeholder needs assessment.
2. SRC Business Outreach Strategy

The SRC is made up of Guam consumers, professionals, business members, industry, labor representatives, parent advocates, and service providers who collectively provide input and recommendations to VR programs. In support of the SRC State Plan input efforts, the SRC established its Business Outreach Strategy and represents the latest sponsored work area under the SRC

3. SRC Reporting and Recommendations

The SRC continues to recognize the importance of receiving timely program reports related to all programming and planning aspects of the VR and VRA work efforts. This is to ensure that planning and performance measures align properly with the SRC policies and initiatives. The SRC during the next reporting period will focus on developing a series of VR reports that will follow a new template for reports to the SRC and will work on maintaining these reports in a timely and useful manner.

a. VR Report Series

- Administrator Reports
- Vocational Rehabilitation Information and Reports
- SRC quarterly Reports
- SRC Newsletter

4. SRC Outreach Strategies

The SRC will continue its planning and discussions to establish a dedicated SRC website link and or stand-alone area to align with all VR programs, collaborators. This will include the establishment of a SRC official partner calendar of events.

- a. VIBRANT SRC Website Dedicated Link
- b. SRC/VRA Calendar of Events



October2012 SRC Outreach at the NDEAM DVR Open House

GUAM SRC STANDING COMMITTEES

EXECUTIVE COMMITTEE - Manages the business and affairs of the Council and establishes the agenda for the SRC quarterly meetings. The members of the Executive Committee shall be the officers of the Council and chair and vice-chair of each standing committees. Ex-officio members include the Vocational Rehabilitation Administrator (VRA).

MEMBERS:Lourdes Ann Mesa, SRC Chairperson; Michele Manosa, SRC Vice-Chair; Peter Barcinas, SRC Secretary; Edmund Cruz , Interim SRC Treasurer/Budget Officer; Dawn Maka, Outreach Chairperson; TavitaFaasuamalie, Interim Outreach Vice-Chair;Elisa Cruz, Planning & Resources Development Acting Chair;John Payne, Interim Services Chairperson; Kasinda Ludwig, Acting VR Administrator

OUTREACH COMMITTEE -Oversees all program planning and program review related to providing outreach to the disability community and state and federal collaborators. This committee is responsible for developing appropriate SRC publications and advising Guam DVR on forum for consumer input.

Subcommittees under OUTREACH include the Comprehensive Statewide Needs Assessment and Consumer's Satisfaction Survey. Federal regulations require the state VR agency and the SRC to conduct a comprehensive statewide needs assessment every three years and the Consumer's Satisfaction Survey annually.

MEMBERS:Dawn Maka, Chairperson; TavitaFaasuamalie, Interim Vice-Chair; Peter Blas, Rodney Calimlim, Edmund Cruz, Lourdes Mesa, Tim Murphy, ErlindaTydingco

PLANNING AND RESOURCES DEVELOPMENT COMMITTEE - Is responsible for reviewing and providing advice and guidance to the Guam DVR related to recruitment, training and utilization of its human resources. This included providing comments related to fiscal and operating program plans, plans of work and strategies.

Subcommittees under thePRDC include the Membership & ResourcesCommitteewhich facilitates the recruitment, replacement and nomination of SRC members; coordinates orientation of new members; coordinates with the SRC treasurer/budget officer to develop the council budget. The SRCHandbook and Annual Report Committeeare responsible for the development/updates of the SRC Handbook and the SRC Annual Report.

MEMBERS:Elisa Cruz, Interim Chairperson; Rosanne Ada, Lou Bitanga, Evelyn Duenas, Yolanda Gabriel; Michele Manosa, Therese Quichocho

SERVICES COMMITTEE - Addresses matters related to reviewing, analyzing, and advising on policy regulator, VR services, and ensures that the mandates set forth in the Rehabilitation Act are carried out in the written plan for the delivery of state VR services. This committee reviews performance related to the Hearing Officers and participates in their selection.

The Subcommittees under the SERVICES include the State, Strategic and Supported Employment Plans Committee which assists in the development of the State plan and amendments to the plan, applications, reports, needs assessment and evaluations as required and is responsible for the implementation of the Strategic and Supported Employment Plans. The Service Manual Committee is responsible for reviewing and providing advice to Guam DVR on the development, implementation, and revision of VR policies and procedures for the State Rehabilitation Services Manual. The Impartial Hearing Committee is responsible for the requirements of client services for the Client Assistance Program (CAP)-Administrative Review, Mediation or Impartial Hearing.

MEMBERS: John Payne, Interim Chairperson; Peter Barcinas, Lydia Calvo, Sarah Leon Guerrero, Roberta Perez, Eloise Sanchez, Laura Taisipic, Carla Torres



June 2013 Planning and Resource Development Committee Meeting



July 2013 Outreach Committee Meeting

STATE PLAN

State Vocational Rehabilitation agencies are required to submit a State Plan describing the manner in which they administer the Vocational Rehabilitation and Supported Employment programs in their states.

The Guam State Rehabilitation Council (SRC) makes recommendations annually to be included in the State Plan for Vocational Services. These recommendations are based on the reports generated during regular and special meetings of the Council, memorandums, and communications between the VR Agency and the SRC.

The SRC recommended supporting a compensation strategy to allow for reimbursement of reasonable and necessary expenses of attending SRC council meetings and performing council duties. This strategy seeks to identify resources to address this concern.

The SRC in past meetings continue to stress the need for a dedicated SRC work area to include meeting rooms, workspace for storing SRC council materials and files and for regular standing committee meetings

The SRC continues to strengthen and address the SRC council membership needs by deliberating, reviewing, and developing appropriate SRC policy that support the capacity development needs of its members. The council in past planning sessions continue to stress the importance of attending national SRC events especially members that have yet to experience and gain insights into SRC national areas and programs. The Council issues related to selection and attendance of SRC council members are deliberated at the Council level and travel decisions and coordination are made opening with the support of the Council.

The SRC continues recognizes the importance of providing and updating collaborators, stakeholders, consumers and program cooperators with information on programs and status of projects and activities. This includes providing timely feedback and sharing the proceedings of the SRC's Consumer Satisfaction Survey summary report. This will include aligning with the SRC outreach efforts to capture input from stakeholders and clients.

On future needs assessments the SRC recommends the development of an outreach plan and sponsoring a focus group report summit to invite all stakeholders and share the findings of the report and to offer opportunities for consumers and participants to share their views and comments.

SRC recommends that an annual estimates report be established as part of the desired reports requested by the Council.

The SRC recognizes the importance of the corresponding plans of work to carry out or perform the strategies listed for each goal area. The associated plans of work will list the performance measures, program objectives and program timelines for implementing these activities. This will ensure that the intended goals are properly supported and receive the right resources and funding commitments.

The SRC further recommends that each of these goal areas should be reported on their progress at the SRC quarterly meetings. This will include issues and concerns on how the SRC can help address the programming and policy issues associated with the Plan of Work.



Flowers of the Flame Tree (Tronkun At'but), Chamorro Village

CONSUMER SATISFACTION SURVEY

October 2012 – September 2013

The Guam State Rehabilitation Council (SRC) in partnership with the Division of Vocational Rehabilitation (DVR) conducted a survey of consumer satisfaction with VR service delivery and outcomes on Guam. The Council developed the instrument that surveys the consumer satisfaction in three stages of the Vocational Rehabilitation Service Delivery: Orientation, Receiving VR services three months or more after the development of an Individualized Plan of Employment (IPE) and at Closure. A section is provided on each survey which allows clients to give their comments and feedback on improvements or changes that could be made.

The satisfaction survey studies provide a wealth of information about state Vocational Rehabilitation (VR) programs that can be used by the VR agencies to improve service delivery and to provide information to the stakeholders and general public regarding the status of the Vocational Rehabilitation programs.

The Outreach Committee responsible for the Consumer Satisfaction Survey (CSS) reviews and analyzes the data and reports the information quarterly at the SRC general membership meetings and annually in the SRC Annual Report. Guam's State Plan for the Vocational Rehabilitation and Supported Employment Services Programs' goals and priorities are developed in part on the basis of this information.

The Committee met several times from January – March 2013 and worked on revising the survey forms and Standard Operating Procedures (SOPs). The objective was to improve the response rate for clients to participate. The revised Consumer Satisfaction Survey Instrument and SOPs were adopted during the March 21, 2013 SRC quarterly general membership meeting. It was mutually agreed that implementation of the revised forms would be set for April 1, 2013. As an alternative method of delivery, the clients would be able to access the survey online. A recommendation was made to establish a cohort tracking in addition to the VR Counselor tracking for participation. Another recommendation was to make the forms accessible for clients with visual impairments. The results of consumer satisfaction would not be valid if the survey is not accessible to all clients.

During the September 26, 2013 quarterly SRC general membership meeting, a suggestion was made to remove all VR counselor reference on Part 2 and Part 3 of the survey forms. It was discussed whether this information is relevant to consumer satisfaction and that the focus instead should be on the service delivery and employment outcomes. The Acting VR Administrator agreed to that come October 1, 2013, the amended forms would be in effect.

The report summarizes the responses from each of the three areas of consumer satisfaction. Part 1 was given to individuals during the Orientation process. There were a total of 253 responses. The results of consumer satisfactions were:

- 88% - The Orientation started on time.
- 91% - The handouts were easy to read and understand.
- 87% - The presentation was easy to understand.
- 75% - I know what services DVR offers and how to apply for those services.
- 96% - The DVR staff treated me with respect and courtesy.
- 94% - The DVR staff was helpful in answering questions.
- 91% - I understand this is an Orientation, and is NOT an application for Vocational Rehabilitation (VR) Services.
- 77% - After orientation, I was given a new appointment to meet with a VR Counselor to apply for VR services.

Comments that were provided to improve the orientation process include:

- To be provided a copy of the orientation power-point presentation
- To ensure that the entire presentation be completed, it was recommended that questions be held until the end
- To make a checklist available which will help individuals understand the vocational rehabilitation process
- To make the orientation information available online

Part 2 was given to individuals receiving services at three months or more after the development of an Individualized Plan of Employment (IPE). The Division of Vocational Rehabilitation (DVR) received a total of 770 cases during the Fiscal Year 2012-2013. Data was not made available to determine how many of these cases had their IPEs developed at three months or more. Only 1 survey was reported during the October 1, 2012 through September 30, 2013 period. Because of insufficient data for Part 2, no consumer satisfaction could be reported.

The Consumer Satisfaction Survey forms for Part 3 were given to all VR clients at the time that the VR Counselor closes their case, no matter what type of closure it was. During the fiscal year 2012-2013, there were a total of 161 closures.

- 63 cases were closed at Closure Status 08. This means that the case was closed after the application process (no services provided). (Unsuccessful closure)
- 23 cases were closed at Closure Status 26. These were successful cases with employment outcomes.
- 40 cases were closed at Closure Status 28. Clients received services with no employment outcomes.
- 28 cases were closed at Closure Status 30. Clients were determined to be eligible for services, but no IPE was signed.
- 7 cases were closed at Closure Status 24. This means an IPE was developed but before services were provided.

There were a total of 15 responses of consumer satisfaction for Part 3, Closure.

- 60% - Overall, I am satisfied with the services I received.
- 60% - Services were provided in a timely manner.
- 75% - My VR counselor listened to my ideas and suggestions about the job I chose.
- 75% - My VR Counselor involved me in making decisions about the services I needed.
- 74% - My VR Counselor involved me in choosing service providers.
- 68% - My VR Counselor knew how to best help me.
- 68% - My VR Counselor kept in touch with me.
- 62% - The services I received helped me get or keep a job.
- 34% - DISID/DVR operates and administers Vocational Rehabilitation Services in accordance with the Guam State Plan for Vocational Rehabilitation and Supported Employment Services Programs.
- 41% - Were using accommodations or equipment for their disability.
- 34% - Responded that they were satisfied with the Counselor's efforts to assist them in attaining accommodations or equipment.
- 41% - Responded that the accommodations or equipment help them to perform their jobs.
- 75% - Responded that they are currently working.
- 75% - Responded that they were satisfied with the job.
- 60% - Responded that they were satisfied with the health and employment benefits of their job.

Comments provided on the Consumer Satisfaction Survey Part 3 were:

- Training is needed for VR Counselors regarding the needs of the Blind and Visually Impaired.
- To provide timely services and to improve the availability of VR Counselors to the clients.
- To treat clients in a professional and caring manner.
- To listen to the needs of the clients.

Overall, the response rate for orientation was slightly higher than last year. The closure responses remained the same. The response rate for the consumer satisfaction Part 2 has dramatically decreased from 25 responses to 1. The response rate for Part 2 continues to be a problematic issue and a targeted area of improvement.

OVERVIEW OF THE GUAM REHABILITATION SERVICES PROGRAM

As the FY 2012-2013 just ended, the Division of Vocational Rehabilitation (DVR) examined the performance of its standard and indicators which DVR has passed most of them but fail in the percentage of employment outcomes. All Vocational Rehabilitation (VR) programs across the nations are expected to meet its standards and indicators based on performance.

There are two standards and indicators that state VR programs must report to Rehabilitation Services Administration (RSA). To achieve successful performance on standard 1, state VR agencies must meet or exceed four of the six performance indicators in the evaluation standard; including meeting or exceeding the performance levels for two of the three primary indicators. Performance and standard and indicator 2.1 (Minority Background Service Rate)

Standard and Indicator 1.1 (Change in Employment Outcomes) Pass

Standard and Indicator 1.2 (Percent of Employment Outcomes) Fail.

Standard and Indicator 1.3 (primary indicator) Competitive employment outcomes)Pass

Standard and Indicator 1.4 (primary indicator) Significance Disability: Pass

Standard and Indicator 1.5 (primary indicator) Earning Ratio: Pass

Standard and Indicator 1.6 (Self Support) Pass

Standard and Indicator 2.1 (Minority Background Service Rate): In review.

Both standard and indicators 1.1 and 2.1 are being review by RSA. Final results should be reported soon. Table below shows the FY12-13 performance.

FY 2012-2013

ST	ST	ST	ST	ST	ST	ST	ST	ST	ST	ST	ST	ST	ST	ST
02	06	08	10	12	14	16	18	20	22	24	26	28	10/30	12/30
117	3	63	195	57	0	11	90	59	34	37	23	40	28	7

ST: Status

- Status 02 is an application status. There were a total of 323 cases in this status for this FY. After case movements, the balance is 117 at the closing of FY 2012-2013 plus the 3 cases in Trial Work Experience (TWE).

- Status 08 is a closure status from Status 02. There were a total of 63 closures in this status.
- Status 10 is an eligibility status. There were a total of 319 cases in this status for this FY. After case movements, the balance is 195 at the closing of FY 2012-2013.
- Status 12 is an IPE status. There were a total of 134 cases in this status for this FY. After case movements, the balance is 57 at the closing of FY 2012-2013.
- Status 14 is guidance and counseling status. Total is zero.
- Status 16 is a status for those receiving mental and physical restoration. The balance is 11 cases in this status.

Status 18 is a status for those receiving training. The balance is 90 cases in this status.

- Status 20 is a status for those of individuals who are ready for employment. The balance is 59 cases in this status.
- Status 22 is a status for those in employment. The balance is 34 cases in this status.
- Status 24 is a status for cases opened but services were interrupted due to variety of reasons. The balance is 37 cases in this status.
- Status 26 is a status for employment outcomes. The balance is 23 cases were closed in this status.
- Status 28 is closure status from receiving services. The balance is 40 cases were closed out in this status.
- Statuses 10/30 are a closure status from those found eligible but closed without an IPE. 28 cases were closed out in this status.
- Status 12/30 is a closure status from those who completed and IPE but closed without provision of services. 7 cases were closed in this status.
- For FY 2012-2013, there were a total of 770 cases open from application, trial work experience, eligibility, IPE development, receiving services, service interruptions, and closures. DVR closed out 161 cases for FY 2012-2013. The total cases carry forward to FY 2014 is 609 which inclusive of all statuses. DVR and the SRC will be working in partnership to meet its Program Improvement Plan (PIP) based on the standards and indicators for FY 2012-2013.

COUNCIL MEMBERS



Lourdes Mesa, Chairwoman
Parent of a Child with a Disability



Michele Manosa, Vice-Chair
Parent of a Child with a Disability



Peter Barcinas, Secretary
*Guam Workforce Investment Board
University of Guam*



Edmund Cruz, Interim Treasurer
Guam Client Assistant Program



Dawn Maka, *Individual with
with a Disability, Guam Center
for Independent Living*



Tavita Faasuumalie
Individual with a Disability



Rosanne Ada, *Guam DD
Council*



Tim Murphy, *Business*



Elisa Cruz, *Statewide
Independent Living Council*



Eloise Sanchez
Business



Lourdes Bitanga
Community Rehab Provider



Yolanda Gabriel, *D.O.E.
Div. of Special Education*



Erlinda Tydingco
Individual with a Disability

COUNCIL MEMBERS



Carla Torres
*Guam System for
Assistive Technology*



Karen Storts,
Labor



Laura Taisipic
*Parent Training &
Information Center*



Peter Blas
*Individual with a
Disability*



John Payne, *Guam
Community College*



Evelyn Duenas
*Individual with a
Disability*



Roberta Perez
*Parent of a Child
with a Disability*



Sarah Leon Guerrero
*Deaf & Hard of Hearing
Community Rep*



Rodney Calimlim
*Individual with a
Disability*



Lydia Calvo
VR Counselor



Kasinda Ludwig
*Acting VR
Administrator*



Frank Pangelinan
SRC Liaison

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Kasinda Ludwig, Acting VR Administrator
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January 2013 Libera Presentation

THE SRC AT WORK



October 2012 National Disabilities Employment Awareness Month



2012 Fall National Coalition of State Rehabilitation Council (NCSRC) Training

THE SRC AT WORK



January 2013 ADA Amendments Act Conference Guam Nikko Hotel



June 20, 2013 SRC Quarterly General Membership Meeting



NATIONAL COALITION OF STATE REHABILITATION COUNCILS (NCSRC)

HISTORY

In November 2005, a handful of people affiliated with State Rehabilitation Councils shared lunch during the CSAVR Conference in San Diego. We began considering the benefits and drawbacks of establishing a national organization. Those present were not elite. Like many of you, some were Governor-appointed volunteers serving on their respective Councils; others were staff with the sole responsibility of working for a Council; and others were agency staff assigned to provide support to the SRC. Some around the table were fortunate to serve on well-resourced Councils; others had no budget. There were representatives from states and territories with both Blind and general programs, and some with combined programs. Despite our notable differences, we had a great deal in common.

Common ground and the power of our collective potential is what led a motivated core of individuals to move us from brainstorming to organizing. A National Steering Committee was formed and they have, with the support of the Rehabilitation Services Administration, convened regular national conference calls of State Rehabilitation Councils on a bi-monthly basis. In addition, the Steering Committee meets on a regular basis to further the structure and development of the NCSRC.

At each CSAVR Conference, the Sunday SRC Session has focused on strategic planning, including the drafting of a mission and vision statement, core values and bylaws. The organizational documents along with the strategic plan goals and activities have evolved over four CSAVR Conferences-Sunday Sessions. As a result of tenacious commitment by a number of SRCs, the hard work was finalized in October at the CSAVR 2007 Fall Conference held in San Antonio. The result is seen in a foundation which will position all of us to be more effective within our respective states and as a national entity.

OUR MISSION

On behalf of people with disabilities, our national membership coalition will advocate for and work in partnership with the national public vocational rehabilitation system's continual quest for excellence.

OUR VISION

NCSRC will be the premiere national organization of the consumer voice to enhance the employment opportunities of persons with disabilities through the public vocational rehabilitation system.

JOINING THE SRC

Among its several responsibilities, the SRC reviews, evaluates and advises the agency regarding its performance and effectiveness in the delivery of services and the effect of service provision on the achievement of employment outcomes by individuals with disabilities. Additionally, the SRC ensures that the voice of the community of stakeholders is heard as agencies develop and implement policies and procedures that directly impact the individuals served by the VR agency. An SRC is comprised of a minimum of fifteen (15) members, the majority being individuals with disabilities not employed by the DSU. Our membership must include the representatives from the following:

- ❖ Statewide Independent Living Council
- ❖ Parent Training and Information Center
- ❖ Client Assistance Program
- ❖ Vocational Rehabilitation Counselor
- ❖ Community Rehabilitation Program Service Providers
- ❖ Business, Industry, and Labor
- ❖ Disability and Advocacy Organizations
- ❖ Current or Former Consumer of Vocational Rehabilitation Services
- ❖ State Education Agency
- ❖ State Workforce Investment Board
- ❖ Director of Projects under section 121
- ❖ VR Administrator of DVR

Members of the Council shall be appointed by the Governor of Guam. The Governor shall select members after soliciting recommendations from representatives of organizations representing a broad range of individuals with disabilities. In selecting members, the Governor shall consider, to the greatest extent practicable, the extent to which minority populations are represented on the Council.

Members of the Council may serve no more than two consecutive three year full terms. Any vacancy occurring in the membership of the Council may be filled in the same manner as the original appointment. The Council meets a minimum of four times per year, including at least once during every calendar quarter of the calendar year.

The Council continuously accepts applications for membership from interested citizens. Those applications which meet the specific areas needed are reviewed by the Council and then forwarded to the Governor's Office for appointment.

To obtain an membership application form, contact the SRC Office via the Division of Vocational Rehabilitation (DVR) at (671) 475-5735 or (671) 475-5748 or email lagmesa@gmail.com for more information.



GUAM STATE REHABILITATION COUNCIL
MEMBERSHIP APPLICATION FORM
NOMINATION FOR GUBERNATORIAL APPOINTMENT



1. Name _____

Mailing Address _____

City _____ State _____ Zip Code _____

Email Address _____

Home Phone _____ Work Phone _____ Mobile Phone _____

2. Current Position/Employer _____

3. Relevant Experience and/or Employment. Please attach resume.

4. COUNCIL MEMBERSHIP

All members are nominated by the Council and are legally appointed for three-year terms by the Governor of Guam. The Council membership must include representatives from each of the following agencies or programs:

Please circle ONE.

- i. At least one representative of the Guam Statewide Independent Living Council(SILC), which representative may be the chairperson or other designee of the Council;
- ii. At least one representative of a parent training and information center established pursuant to section 682(a) of the Individuals with Disabilities Education Act (IDEA) (as added by section 101 of the IDEA Amendments of 1997; Public Law 105-17);
- iii. At least one representative of the Client Assistance Program established under section 112;
- iv. At least one qualified vocational rehabilitation counselor, with knowledge and experience with vocational rehabilitation programs, who shall serve as an ex officio, non-voting member of the Council if the counselor is an employee of the Designated State Agency(or designated state unit);
- v. At least one representative of community rehabilitation program service providers;
- vi. Four representatives of business, industry, and labor;
- vii. Representatives of disability advocacy groups representing a cross section of:
 - a. Individuals with physical, cognitive, sensory, and mental disabilities; and
 - b. Individuals’ representatives of individuals with disabilities who have difficulty in representing themselves or are unable due to their disabilities to represent themselves;
- viii. Applicants for, current or former or recipients of vocational rehabilitation services;
- ix. In a State in which one or more projects are carried out under section 121, at least one

- representative of the directors of the projects;
- x. At least one representative of the State Educational Agency (SEA) responsible for the public education of students with disabilities who are eligible to receive services under this title and part B of the Individuals with Disabilities Education Act; and
 - xi. At least one representative of the State Workforce Investment Board (SWIB).
 - xii. Other; Please specify _____

- 5. Please list prior experience in advocacy organizations or non-profit organizations and indicate any office held.(Membership in other organizations is NOT a requirement).
- 6. What other volunteer commitments do you currently have?

7. I am interested in serving on the Council because:

8. Please share any other information you feel is important for consideration of your application to serve as a SRC member?

9. Please tell us how you learned about the Council.

10. Are there any special accommodations necessary for you to participate on the Council? Yes _____ No _____

If yes, describe accommodations needed (accessibility, interpreters, respite care, attendant services, etc.

11. References:

Name	Address/Organization	Daytime/Cell Phone
_____	_____	_____
_____	_____	_____
_____	_____	_____

(Please Note: The Governor of Guam appoints members to the Council. The Council assists in the recruitment of nominees for the Governor's consideration. Persons appointed to the Council will receive official notification from the Office of the Governor.)

I hereby certify that all the information provided in this application is true and correct to the best of my knowledge.

SIGNATURE

DATE

Please hand deliver or mail the completed form to:

Division of Vocational Rehabilitation
Attention: Chairperson, Guam State Rehabilitation Council
238 Archbishop Felixberto Flores, DNA Bldg., Suite 602
Hagatna, Guam 96931
Telephone: 671-475-5748

For Council Use Only

___ *Nominee has had a personal meeting/communication with either the Council Chair or other Council Member.* Date _____

___ *Nominee reviewed by the SRC Executive Committee* Date _____

___ *SRC Executive Committee Endorsement*
Accepted Rejected Date _____

___ *Application Form & Resume submitted to DVR for processing* Date _____

Guam State Rehabilitation Council



238 AFC Flores St. * Suite 602, DNA Bld. * Hagatna, Guam 96910
Phone: 671.475.5735/39 Email: lagmesa@yahoo.com